



ORDER PROCESS MANAGEMENT PLAN

AT&T Order Process Management:

AT&T will accept price quote requests via email as sent by DIR's Remedy system. DIR price quote requests should be direct to: texanord@att.com.

AT&T will cite the applicable CKR on all correspondence and acknowledgements for each service instance throughout the ordering process.

AT&T will provide an OCN to DIR and the customer only after all the components of an order are fully implemented, AT&T has completed testing, the Customer has accepted the service, and the service is ready for the Customer's use.

AT&T Standard Order Milestone Intervals:

Pleased see the table on the following page:



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-11 TO EXHIBIT F
ORDER PROCESS MANAGEMENT PLAN**

MILESTONE	DS0, DS1, DS3, OC3 Intra-LATA	DS0, DS1 Inter-LATA, AVPN DS0-DS1	DS3/OC3 Inter-LATA, AVPN DS3/OC3	DSL-H S I, Business Lines, Analog PBX Trunks	MIS-DS1, NxT1, AVPN, Burstable	MIS-T3, Burstable T3, Tiered OC3, Ethernet, AVPN	Voice Dedicated Outbound, PRI, Megacom Toll Free	ReadyLine Toll Free (without RESPORG)	PICs (1-80 Lines)	SmartTrunks	GigaMAN, OPT-E-MAN
1. Order Acknowledgement	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
2. Order Confirmation	2 days	5 days	5 days	2 days	10 days	10 days	8 days	2 days	2 days	4 days	10 days
Firm Order Confirmation	5 days	11 days	Negotiated -11 days Min.	3 days	18 days	Negotiated -18 days Min.	17 days	5 days	3 days	5 days	Negotiated-18 days Min.
3. Order Completion Notice	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days
4. Order Rejection Notice	2 days	5 days	5 days	2 days	10 days	10 days	8 days	2 days	2 days	4 days	10 days
5. Order Cancellation	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day

Note 1: Interval is in Business Days.

Note 2: Intervals assume facilities are available. If facilities are not available, additional time is required.

Note 3: If order is received after 2pm, the interval starts on the next business day.

Note 4: Project intervals are negotiated. A project is based on quantity (5 and 80+ PIC lines for existing customers) and scope of work.



AT&T Non Standard Escalation Intervals:

Intervals shorter than the standard interval will be expedited by the Customer Care organization with the objective to provide the service date required. Every effort will be given to meet the date with management escalation depending on the critical nature of the request.

AT&T will provide a expedite option of "best effort" at no cost. DIR understands that this does not guarantee the installation of services on the requested date.

Start and Stop Service Billing Dates

AT&T will notify DIR or DIR's Customer when the service has been successfully installed and is available for use "Service Date". Unless DIR or DIR's customer notifies AT&T by the close of business on the Service Date that the service is not operational, the Service Term will commence. If DIR or DIR's customer so notifies AT&T, the Service Date will occur and the Service Term will commence when the Service is operational. The Service Date will not be delayed or postponed due to problems with DIR's equipment or DIR's lack of readiness to accept or use Service.

Portability Allowance: AT&T will provide portability flexibility in the following ways:

AT&T will provide to DIR for portability allowances up to \$10,000 in a single month as a credit to negate normal termination liability charges for service moves that require a circuit to be relocated from one location to another location provided that the circuit disconnect order and new connect orders are issued within 30 days of each other.

DIR may on at least 30 days prior written notice to AT&T, terminate its use of any Service after the Service commencement date but prior to the end of the initial Service term, without payment of any applicable termination liability if:

- DIR places and AT&T accepts an order for a new, replacement Service of the same Service type with equal or greater capacity with a Service Term of not less than the remaining Service term of the Service being terminated.
- DIR pays all non-recurring charges applicable to the replacement service.
- The monthly recurring charges applicable to the replacement Service are not less than the monthly recurring charges payable for the Service being terminated.